



E-governance in UNDP: Fostering Inclusive Participation

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- Where are we today?
- E-governance focus and framework
- Status of UNDP's e-governance programming
- Towards Inclusive e-governance
- Working with other DG support areas
- “Burning” questions and Way Forward

We are in trouble!



- Global Recession, food crises, financial disarray, climate change
- Increasing economic and social inequalities *between* rich and poor countries and *within* most countries
- “Emerging” economies catching up (but most are not!)
- MGDs lagging far behind in most countries...
- Potential decline of ODA in the near future

Example: Inequalities across countries



The “digital divide” is irrelevant!



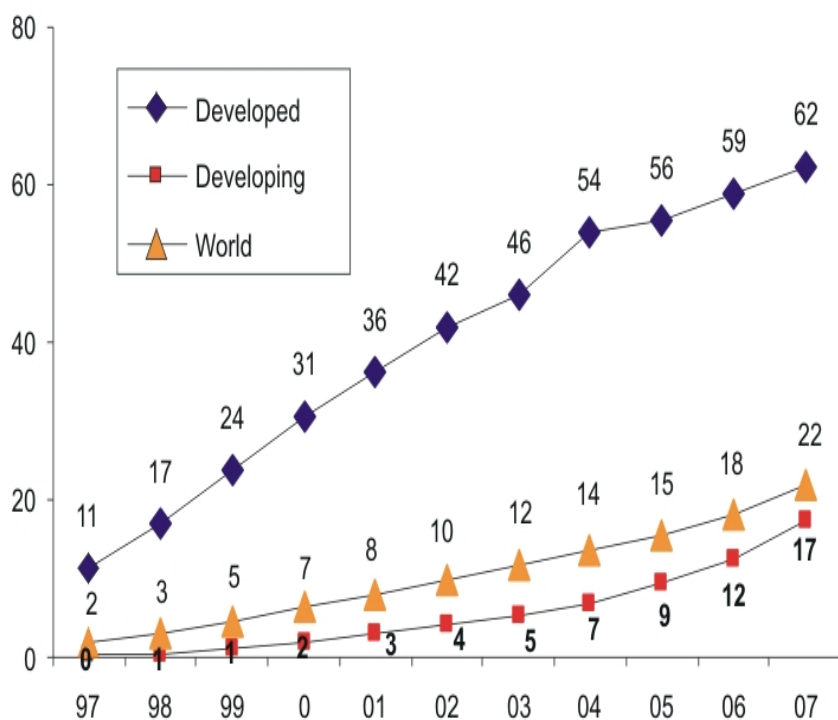
- Digital divide is a reflection of existing socio-economic “divides”
- These “traditional divides” persist and are getting larger in some cases
- There is need to address them with innovative tools and integrated solutions
- New technologies as one such tool (not the only one, not a panacea!)



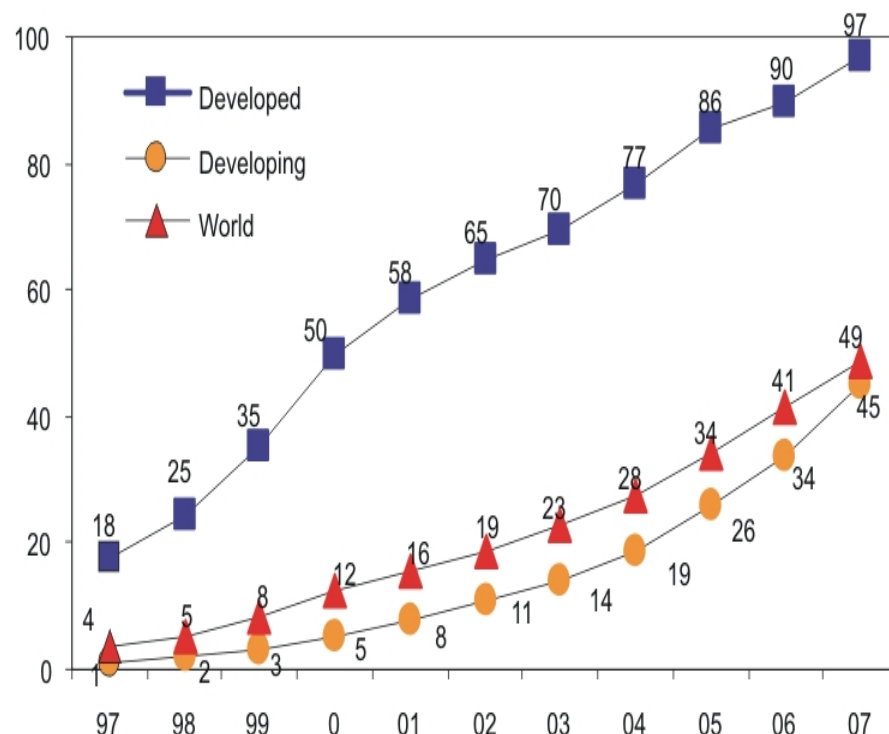
Access to ICTs is increasing..



Internet users per 100 inhabitants, 1997-2007

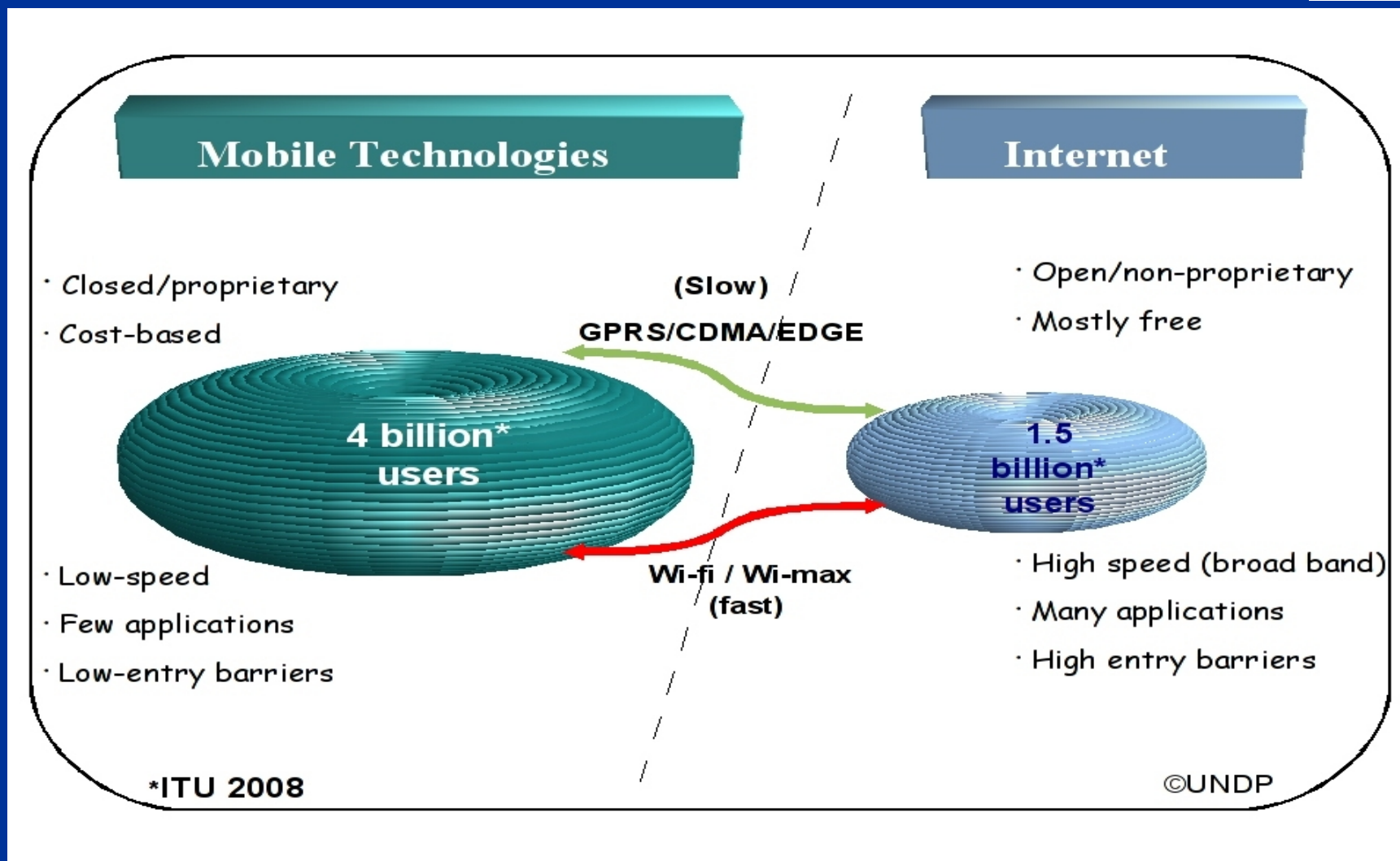


Mobile telephone subscribers per 100 inhabitants, 1997-2007



Source: ITU, 2008

...but in unexpected fashion



Traditional e-government is not delivering



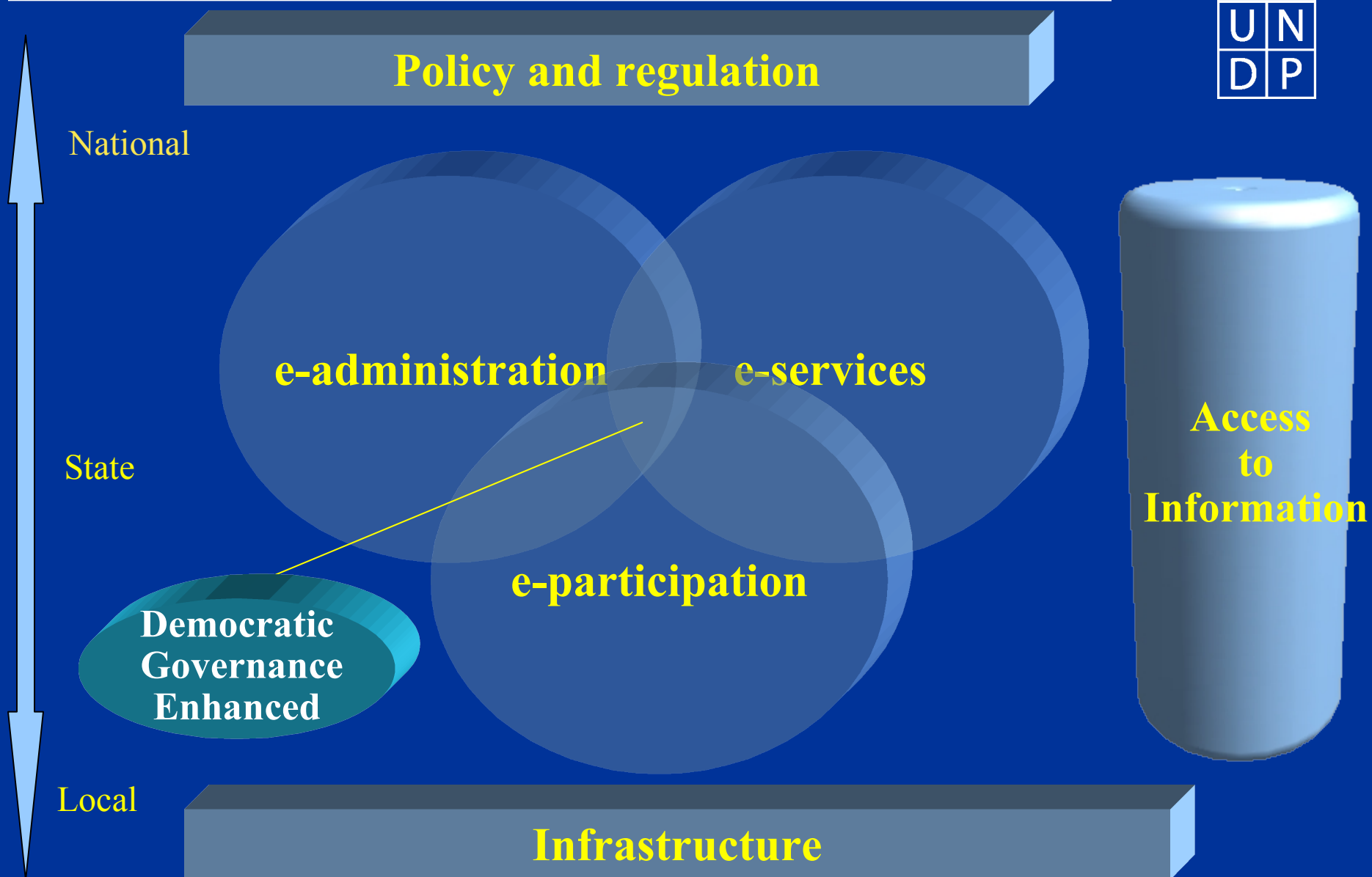
- In 2007, over 50 billion USD were invested on e-government
- In developing countries, over 60% of e-government projects fail
- Characterized by:
 - => uncoordinated, sectoral interventions
 - => technology focused (usually high-end)
 - => supply driven
 - => do not reach citizens/stakeholders

E-governance Focus



- Distinguish between public and private services
- Governments provide public services via public investment (including ODA)
- Outsourcing to the private sector feasible
- E-governance as public ICT investment in governance processes and public services
- The “governance” of public investment decisions is key

E-governance Framework:



Policy and regulation

National

e-administration

e-services

State

e-participation

**Democratic
Governance
Enhanced**

**Access
to
Information**

Local

Infrastructure

E-governance Framework (cont.)



Three core components:

- *e-administration*: public ICT investments within government institutions
- *e-services*: public ICT investments to foster service and information delivery
- *e-participation*: public ICT investments to promote interaction between stakeholders and government

E-governance Framework (cont.)



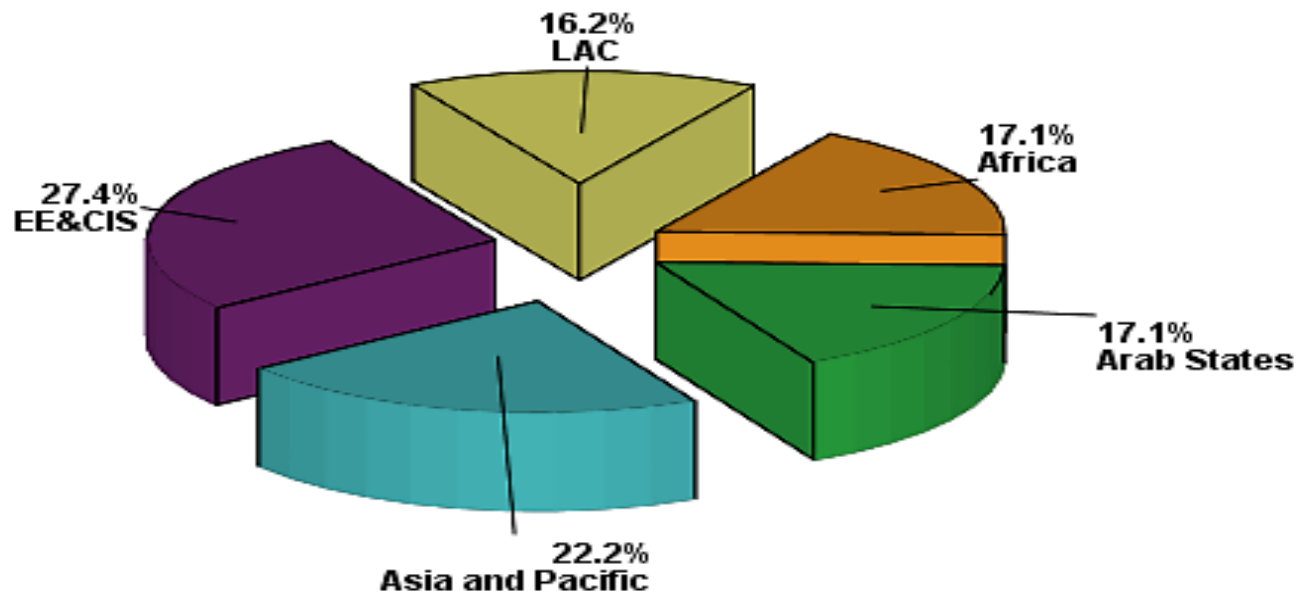
Three cross-cutting components:

- *Infrastructure and access*: ICT investments in public and private infrastructure
- *Policy and regulation*: Public investments to create national ICTD and e-governance policies and regulation
- *Access to information*: public ICT investments to digitize and disseminate public information

UNDP e-governance Status: Projects (standalone)

- 125 projects in 60 countries

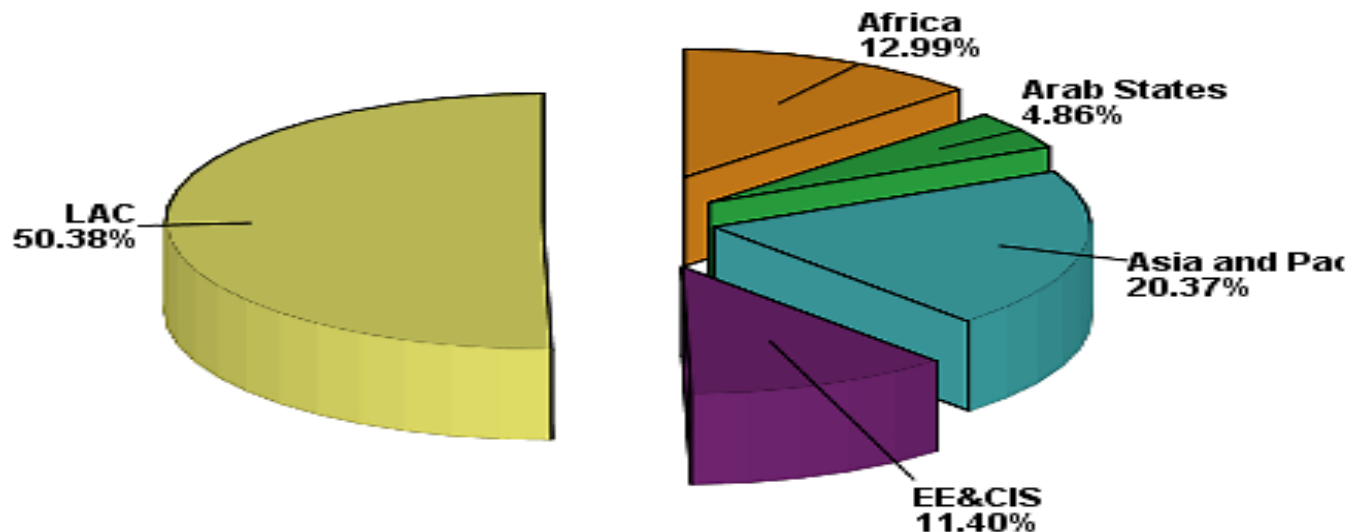
2007 Distribution of Projects by Region



UNDP e-governance Status: Expenditures

- Total Investment close to 130 million USD

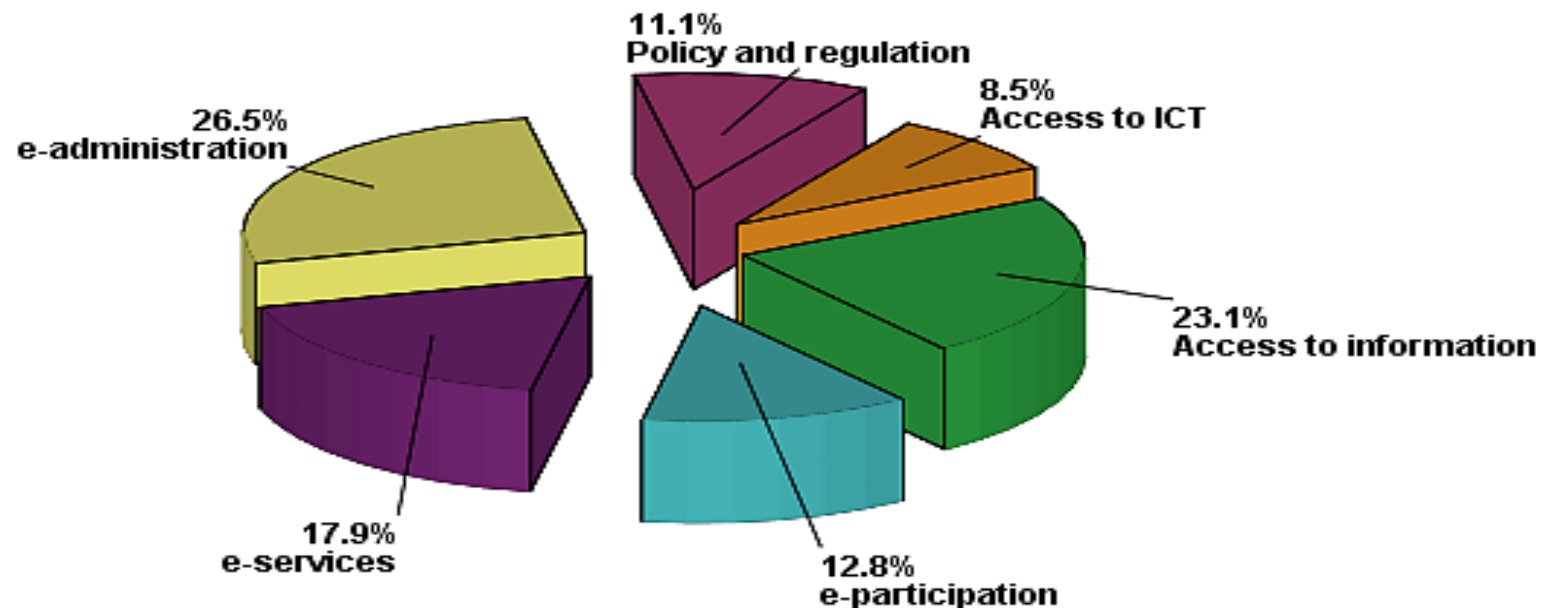
2007 Distribution of Project Expenditures by Region



UNDP e-governance Status: Projects by category

- E-administration and e-services lead the pack

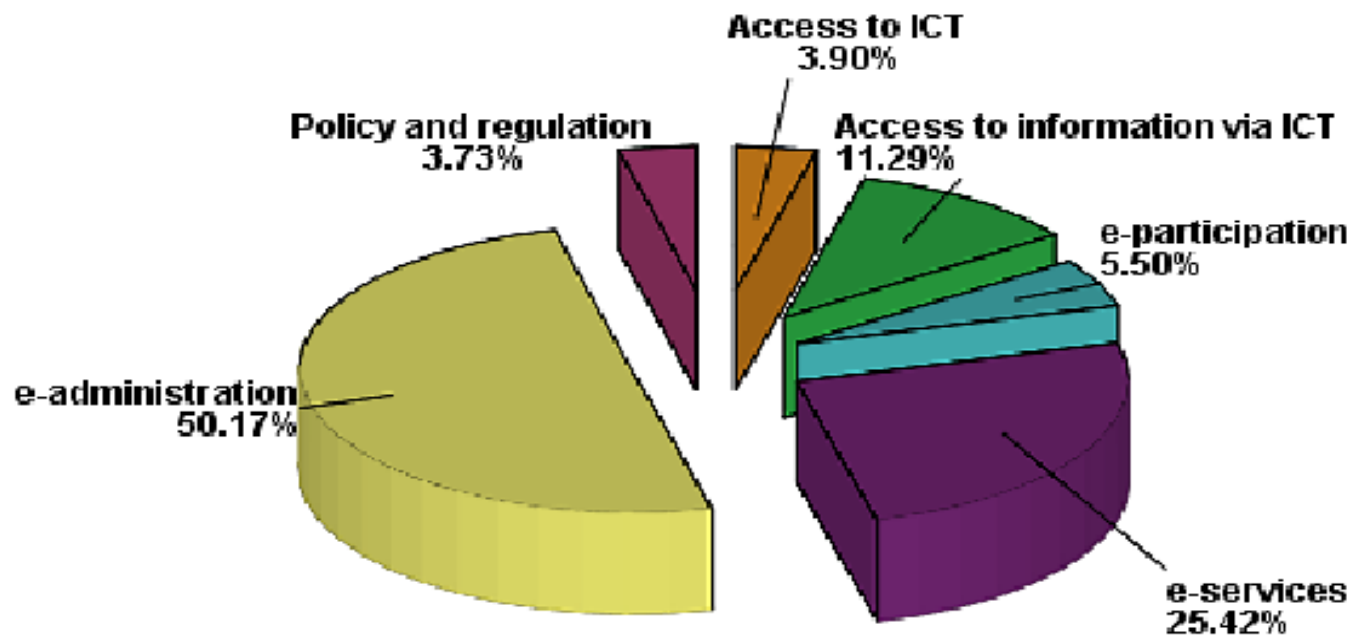
2008 - Distribution of Projects by Category



UNDP e-governance Status: Expenditures by category

- E-administration is the largest by far...

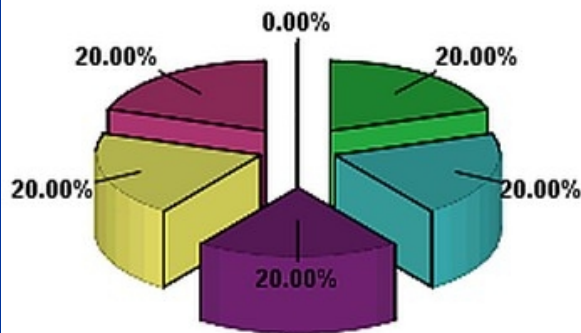
2007 Distribution of Project Expenditures by Category



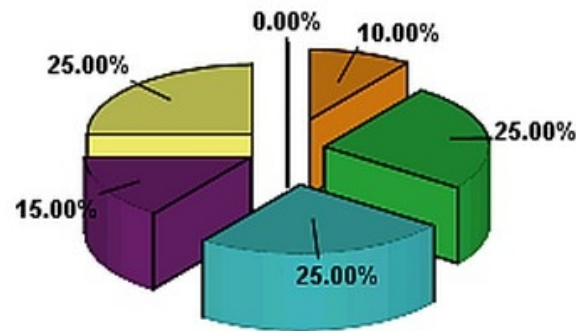
UNDP e-governance Status: Projects by Region/Category



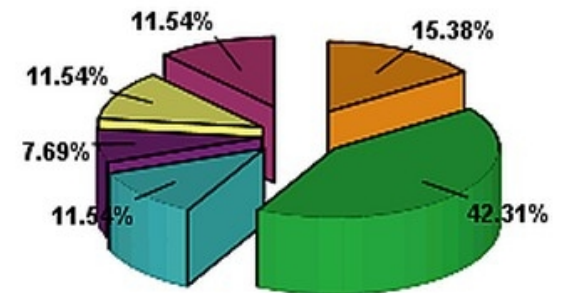
- All regions have a different focus



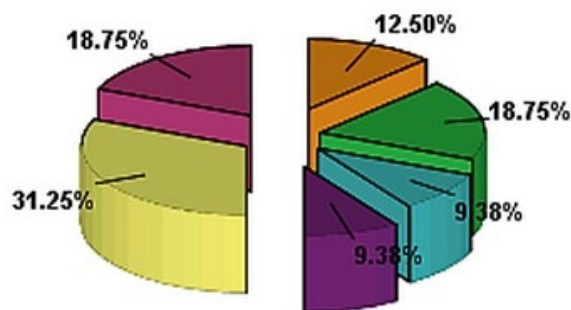
Region Africa



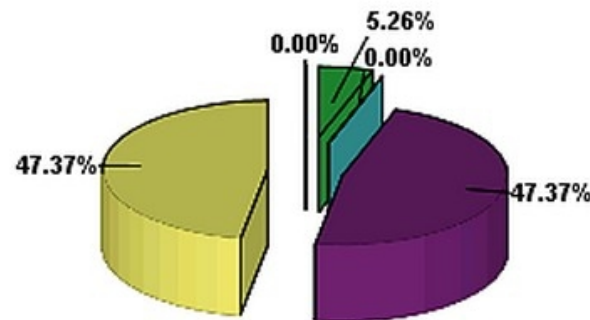
Region Arab States



Region Asia and Pacific



Region EE&CIS



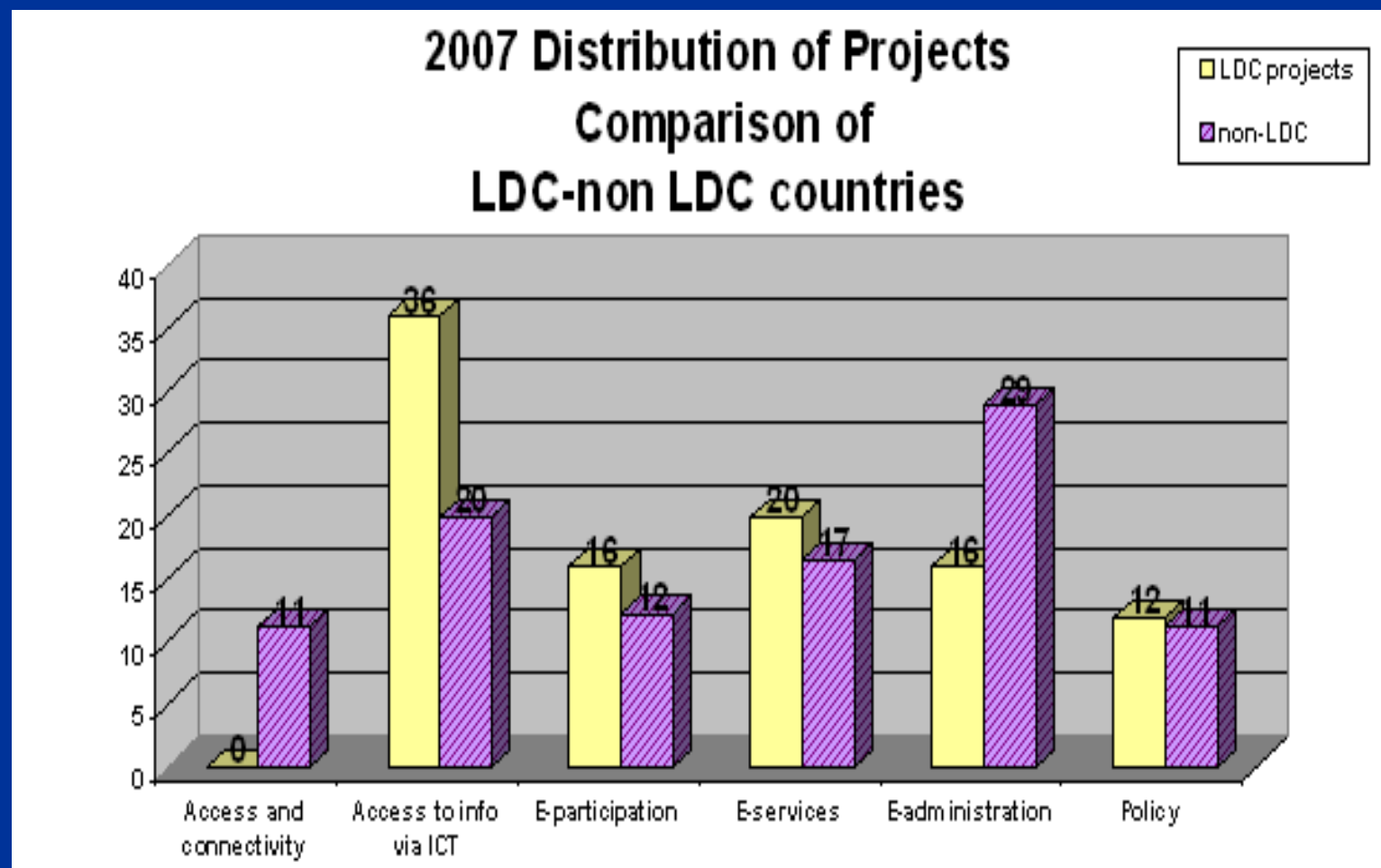
Region LAC

- Access to ICT
- Access to Information via ICT
- e-participation
- e-services
- e-administration
- Policy and regulation

UNDP e-governance Status: LDCs v non-LDCs



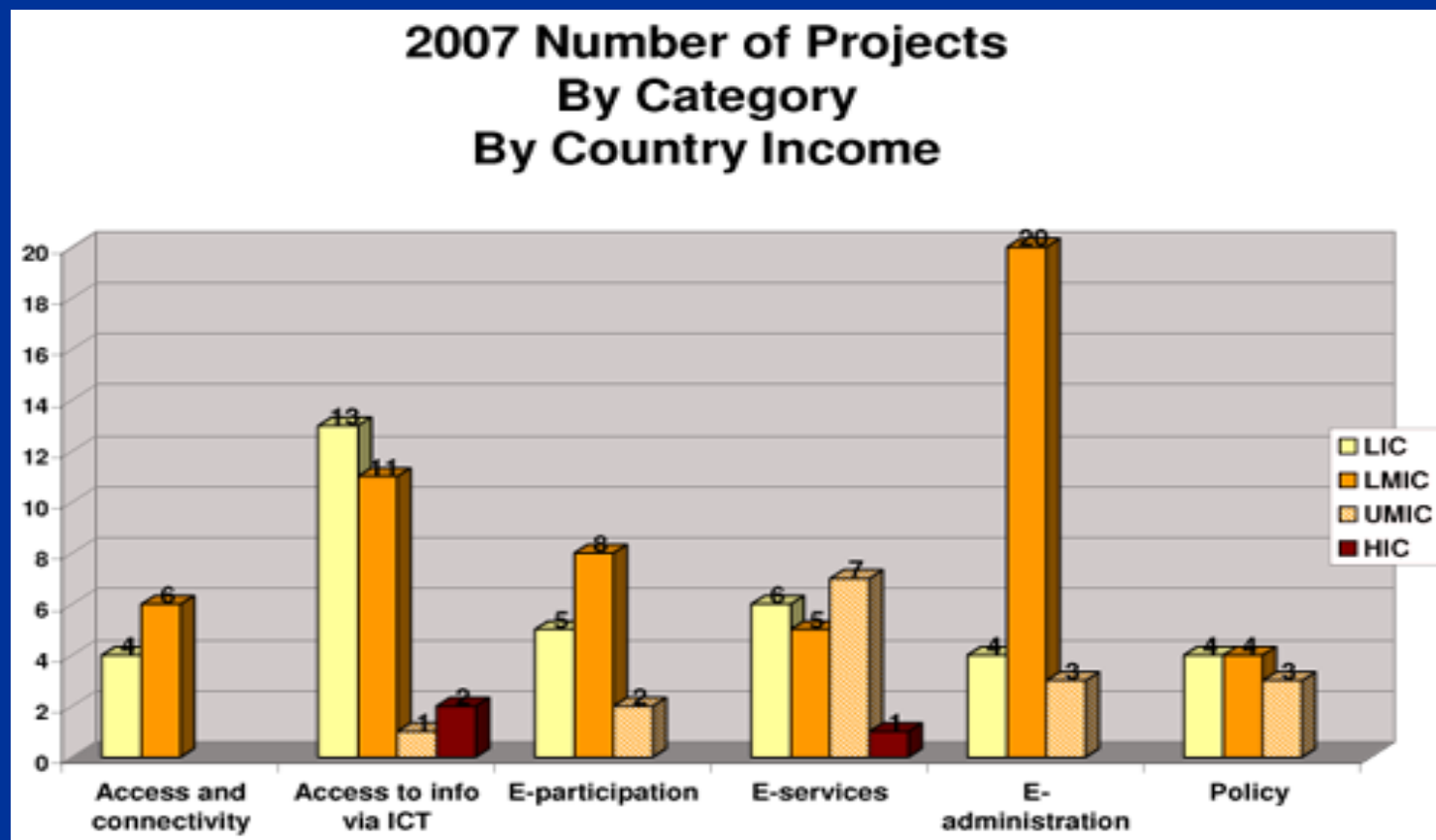
- LDCs focus on A2I and e-services...



UNDP e-governance Status: Projects by Country Income levels



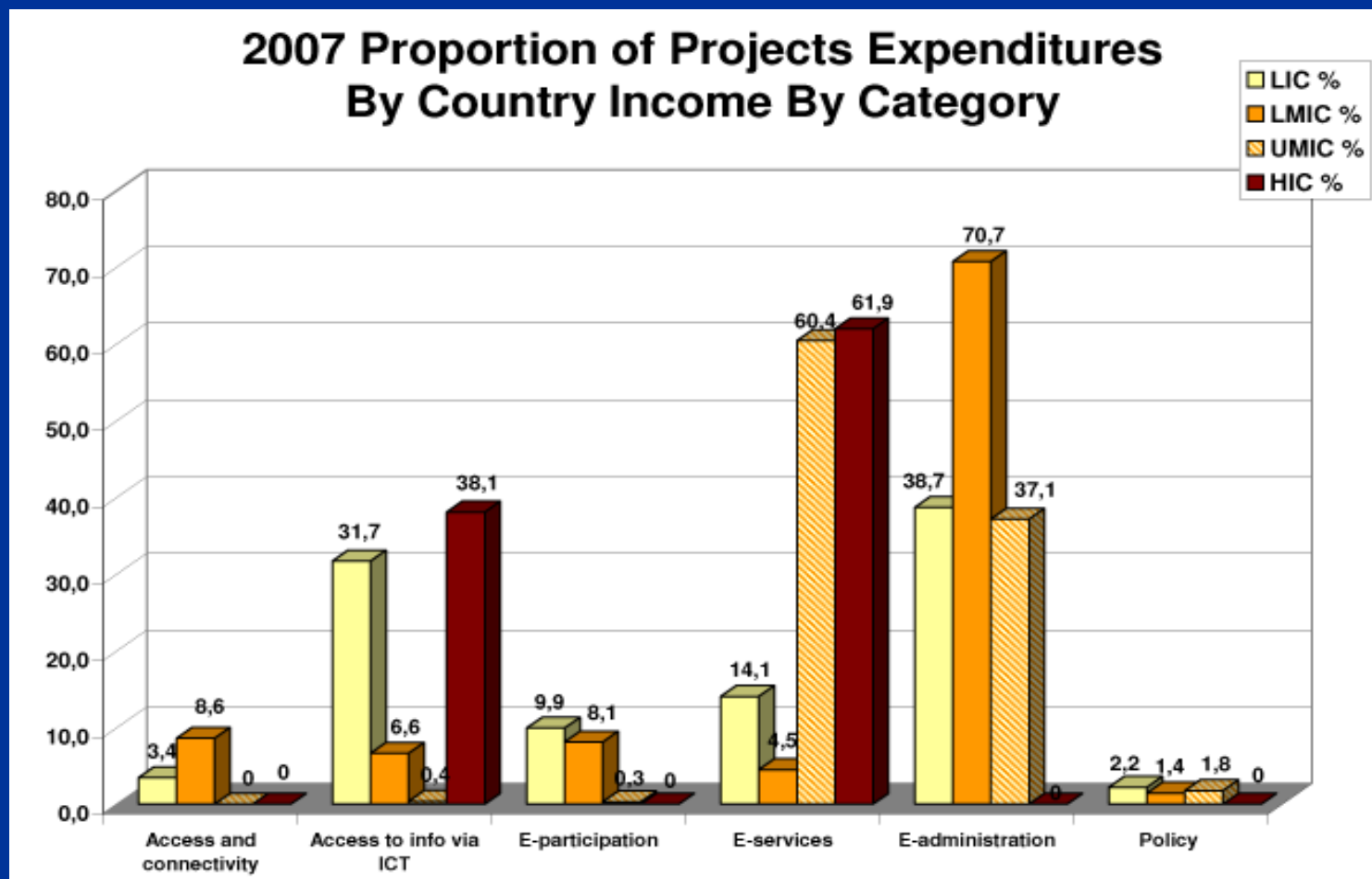
- LICs focus on A2I, UMICs on e-services...



UNDP e-governance Status: Expenditures by Income levels



- LMICs spend big on e-administration...



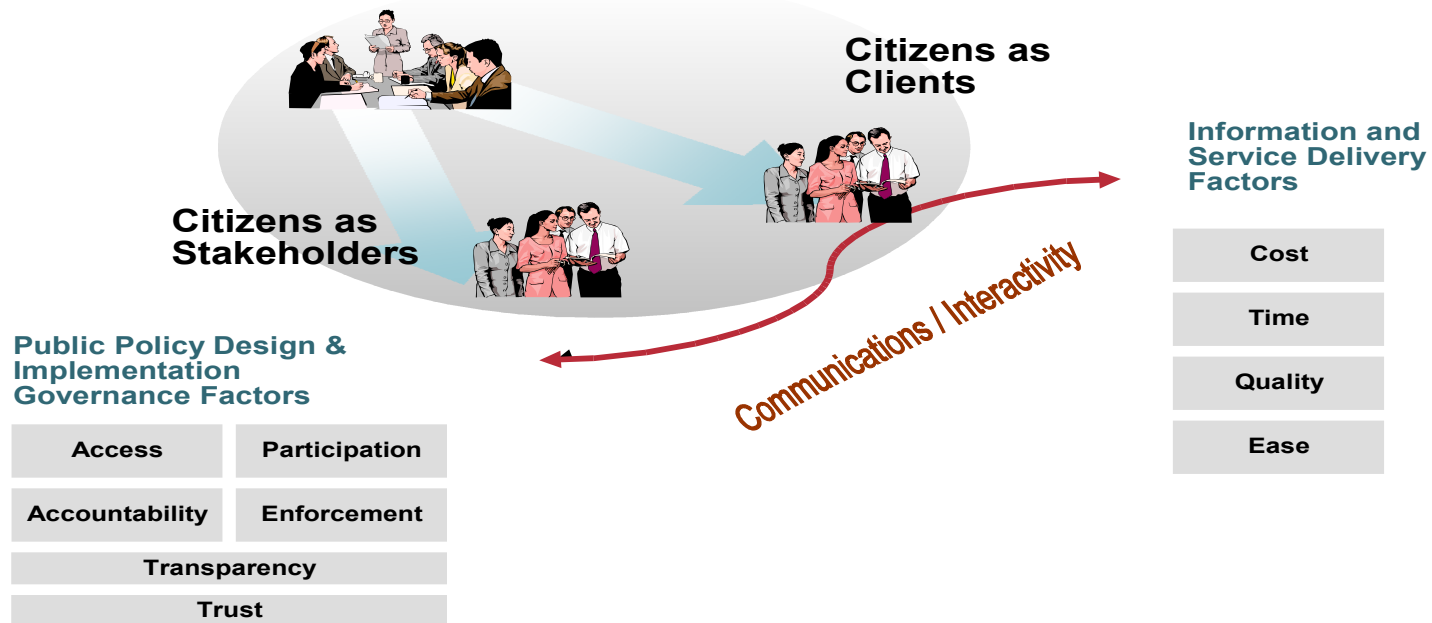
UNDP e-governance Status: Conclusions



- E-administration and e-services: core activities
- Significant differences across regions
- Significant differences according to country income status
 - => no “one size fits all” approach possible
 - => need for “customized” programmes and solutions
- e-governance portfolio is relatively large
- Asia Pacific mapping of projects with ICT components showed 150 programmes in 24 countries investing close to \$150 million USD

Inclusive e-governance: Open and Citizen-centric

Dual relationship between Citizens and State





Inclusive e-governance:

- Sees citizens as both “clients” and stakeholders
- Is demand-driven, listen to stakeholders voices, priorities
- Responds to development priorities (MDGs, etc.)
- Provides tangible results to citizens (more and better public services and information)
- Impacts (potentially) on DG/electoral cycle
- More about governance than about “e”

Inclusive e-governance:

Example - Brazil: “market study”

- Citizens' survey covering 80% of the country population
- Some results:
 - => government priorities: the reverse from those of interviewees
 - => significant differences between the “poor” North and the “rich” South (access vs. quality)
 - => low income sectors trust local governments (and much less state and federal)
 - => willingness to use ICTs to access services

Inclusive e-governance:

Example - India: pro-poor service delivery



- e-setu(UNDP)/e-seva
- Provision of basic public services for low income populations via kiosks
- Key results:
 - => wider coverage of government services
 - => direct tangible benefit to stakeholders (cost, time, etc.)
 - => increased transparency and accountability of government operations
 - => better access to information by citizens
 - => increased awareness of their rights and duties



E-gov and DG support areas:

- e-gov “cross-cuts” most DG support areas...
- ...but need to avoid mixing e-gov with ICT or technology in general
- In COs, e-gov is both standalone and integrated into other DG areas
 - => issue of entry points - according to CO circumstances
 - => by 2008, most regions spend close to 45% acquiring ICT services (Atlas reports)
 - => with Asia leading with 75%!

E-gov and DG support areas: Mind Map (lot'sa luv!)



	<i>E-admin</i>	<i>E-services</i>	<i>E-partip.</i>	<i>Policy</i>	<i>A2I/ICTs</i>	<i>Infrastruct.</i>
<i>Anti-corruption</i>	♥	♥	♥		♥	
<i>Civic Engagement</i>			♥	♥	♥	
<i>Independent Media/Access to information</i>			♥	♥	♥	
<i>Electoral Processes</i>	♥		♥		♥	♥
<i>Gender equality</i>	♥	♥	♥	♥	♥	
<i>Human Rights</i>		♥	♥	♥	♥	
<i>Justice</i>	♥	♥	♥		♥	♥
<i>Legislatures</i>	♥		♥	♥	♥	♥
<i>National, regional and local governance</i>	♥	♥	♥		♥	♥

E-gov and DG support areas: Ongoing Work



- E-parliaments report
- E-justice concept note
- Gender and e-governance primer
- Inclusive/pro-poor e-gov paper and primer with links to PAR, local governance and anti-corruption (under development)
- PAR and e-governance primer (under development)

E-gov and DG support areas:

Planned work/Opportunities



- Participation in public policy making (corporate output 1)
- Local governance (Global Programme run by PB Geneva!)
- Electoral systems (interoperability, security, etc.)
- Others...
- *But current DG global programmes lack e-gov components...*

“Burning” questions addressed:



- What is UNDP's e-governance “niche”?
- How can e-governance empower stakeholders and governments to achieve the MDGs and reach the poor and marginalized?
- Does e-governance play a catalytic role in other DG areas of work (PAR, LG, etc.)
- What is the cross-practice potential of e-governance?
- How do we assess/measure success?

Way Forward:



- UNDP e-governance Practice Note updated
- Primer on inclusive/pro-poor e-governance
- Primers and policy briefs on cross DG service areas work (PAR, local governance, Justice, elections and parliaments)
- Impact assessment methodologies and indicators for e-governance
- Needs assessment guides and methodologies

Way Forward: (cont.)



- A revitalized e-governance CoP using Web 2.0 platforms (i.e., Wiki)
- Towards enhanced South-South cooperation – fostering knowledge sharing across practitioners
- New and innovative public-private partnerships to support e-governance
- Mobile governance as emerging area/opportunity